



Customer Care Policy

Our Commitment to you

- You will receive a quality service provided by competent, caring and professional staff.
- Your enquiries will be treated in a fair and sensitive manner.
- We will organise and conduct a burial service in a sympathetic and orderly manner, respecting your need for privacy and dignity.
- We will recognise and fulfil your special needs without discrimination of any kind.
- We will conduct all our services in accordance with the Burial Code of Practice.
- We will set out our fees clearly and explain them to you if necessary.
- We will provide, on request a map for individual burial locations or memorial sites.
- We will provide, on request a copy of our Grounds Maintenance standard.
- We will provide the means for you to make a complaint if you are dissatisfied with the service we provide.
- You will receive a prompt response, in plain language, to any form of communication with our staff together with the reasons for the actions taken by them.
- We will consult regularly with you and our co-providers (Funeral Directors, Associations, Clergy and officiators) to determine satisfaction levels and encourage comment.
- We will provide details of the outcome of satisfaction levels with any actual or planned improvements in our service.

Your Choices

- You may choose the day and time of a burial service and we will do our best to accommodate you.
- You may select a burial site of your choice for imminent burial or in reservation.
- You will be able to provide and play your own music in our chapel.
- You may choose a religious or non-religious service in our chapel.
- You may choose to organise and conduct a burial service without the use of a Funeral Director, and we will be pleased to advise you.

Your Opinion

We set high standards at Brookwood Cemetery and endeavour to adhere to them at all times.

We would be pleased to receive any comments and suggestions that you feel are appropriate. Please complete our Customer Satisfaction Survey available on our website or from the cemetery office.